

**Appendix 4**

**Library Plan of Service**

## **1. Library Plan of Service**

### **2. Executive Summary.**

The Alameda Free Library will serve the residents based on the results of the needs assessment process which collected input from 1400 people over a period of 30 months. Needs assessment involved residents, community organizations, special interest groups, special populations and local agencies. Methods included telephone polling, workshops, forums, community meetings, focus groups, meetings with special interest groups, and a written survey for users and non-users.

The groups and individuals involved were general library users, special interest groups including the disabled, business groups, parents, seniors, youth, School District teachers, librarians, administrators, support groups, elected officials, the Library Board and three major library support groups (Friends of the Library, Alameda Free Library Foundation, LIBRARY 2000). We involved groups whose native language is other than English, and attempted to involve non-users by holding open and well-publicized meetings.

Participants felt there should be more space, larger and more up to date collections, more foreign language and multicultural materials. Better access to the facility and collections, especially for the disabled and Seniors was also important. A significant need which was expressed is the idea of the Library as a community gathering place with meeting rooms for community groups, small group study rooms where students can talk, a space for the Friends to sell books, and a café.

The ambience of the library is very important to the community. They want an attractive building with an historical exterior. The environment the community desires in a new library includes comfortable seating in inviting areas, quiet areas to read or study, cozy areas where parents can read to their children, lots of natural light and an outdoor space.

The community wants expanded cooperation between the library and School District to benefit K-12 students, with tutoring and homework help for students in Homework Centers and the School District=s online educational software available on the library=s computers. Private school students and homeschoolers emphasized the need for collections to support their curricula.

Community groups recognized the library as a major educational resource for adults as well as students. They support the library=s efforts to improve literacy. Participants requested far more computers to access the Internet and on-line databases, an updated user friendly Web site, a Computer Lab for training, help with career information and job searches, and facility and technology infrastructures which are energy-efficient, up-to-date and configurable for the future.

Based on the results of the needs assessment, the following service responses were identified and are described fully in the Library Plan of Service: Current Topics and Titles, General Information Center, Lifelong Learning for all ages, and Formal Learning Support for K-12.

Current Topics and Titles. This service response helps fulfill the public demand for information about popular culture and social trends. The results of the Library=s written survey, focus groups and meetings indicated the top request from members of the community was for more materials--more new fiction and non-fiction books, more Large Type books, more popular magazines and newspapers, more formats such as video, DVD, CD-ROM, audio, more languages other than English, more materials to help satisfy their desire for recreational experiences. Residents asked the library to develop and maintain up to date collections to meet popular demand.

Key services are new and multiple copies of popular materials in all formats, generous display space, timely display information, service to the Homebound, programs of interest to the community, and a Web site enriched with local activities notices and links to topics of interest.

General Information. This service response helps meet the need for information and answers to questions on a number of topics related to work, school and personal life. The groups and individuals involved in the needs assessment acknowledged they depend upon the expertise of the staff to assist in the use of the library and to locate information.

Key services are the provision of trained, customer-oriented staff, strong electronic resources, regular programs of library instruction, and an updated Web site with access to the library catalog and databases, and pointers to library and school district resources.

Lifelong Learning. This service response helps address the need to acquire new skills and knowledge to enhance personal growth and development opportunities. During needs assessment, participants endorsed the importance of lifelong learning. They asked the library to provide residents with the materials and services to better themselves or learn new skills. The groups stressed the need for many more computers to access the Internet and a Computer Lab for use by classes for training purposes and for self-training. The participants recognized the library=s efforts to expand its collections and programs to serve a diverse community. For example, the Partnerships for Change Spanish Language Grant and the strong positive community response illustrates the Library=s efforts to reach out to underserved populations.

Key services are storytimes for ages 0-8, YA programs, Summer Reading Club, strong non-fiction collections in areas of personal interest and career development, international languages collections for all ages in various media, the Adult Literacy tutoring program, and an updated Web site with access to the library catalog and databases, enriched with announcements of local activities and links to topics of interest.

Formal Learning Support for K-12. This service response helps to improve student academic achievement, a high priority in Alameda. During the needs assessment meetings held between the Library and School District, it was clear that both were committed to mutual communication and ongoing collaboration to improve the ability of each agency to meet the information and learning needs of the students. Homeschool parents stressed their almost total reliance on the

public library for materials and their need for meeting rooms to conduct group activities.

Key services are the Homework Centers, which offer tutoring and homework help for children and YA, core curriculum textbooks, Reference assistance for school assignments, collection development coordination with School District staff, and an updated Web site with access to the library catalog and databases, and pointers to library and school district resources.

**3. Mission Statement:** The Alameda Free Library provides resources and services meeting the educational, informational and recreational needs of its diverse community, emphasizing the development of a high interest collection and encouraging interest in and appreciation of reading and learning.

#### **4. Goals and Objectives:**

##### Current Topics and Titles

**Goal:** The community of Alameda will have access to a wide variety and sufficient multiple copies of popular materials for all ages in the most wanted languages and formats, including electronic formats.

##### **Objectives:**

1. Provide multiple copies of popular titles, maintaining a ratio of one copy per 5 reserves.
2. Promote access to materials by utilizing self-checkout for at least 30% of circulation within 2 years of inception.
3. Increase enrollment of patrons in Homebound delivery service by 5% per year.
4. Purchase a variety of materials in foreign languages.
5. Make new reserve books available for circulation within one week from date of receipt.
6. Improve and expand non-print collections.
7. Replace 5% of fiction collections and 4% of non-fiction collections annually.
8. Withdraw worn and dated material on a monthly basis.
9. Explore the potential of electronic publishing, e-book readers and other new products to improve access to materials.
10. Evaluate circulation statistics, circulation policies and procedures annually to assure patrons good customer service.
11. Increase overall circulation by 10% annually.
12. Maintain a collection of timely and popular periodicals for all ages.

Service indicators: Circulation statistics, turnover rate, number of patrons enrolled in Homebound program, Reserves/Purchase Alerts, maintenance of collection of 3 items per capita.

This goal responds to the Needs Assessment findings that the most commonly-stated need was for more copies of up-to-date materials in all formats.

## General Information

**Goal:** The community of Alameda will have timely, accurate and useful information in print and electronic information formats, and the assistance of professional staff in their pursuit of educational, business and personal interests.

### Objectives

1. Increase electronic transactions, including Web site usage and online database usage by 10% annually.
2. Provide Internet training sessions for the public, conducted by trained volunteers, at least weekly.
3. Maintain major periodical and information databases with annual subscription fees.
4. Maintain at least 5 FTE in Reference public service.
5. Replace at least 5% of the print Reference collection annually.
6. Produce general information and special interest pathfinders and booklists monthly.
7. Update print encyclopedias and reference sets on a 3-year cycle.
8. Review patron needs for reference materials annually based upon quarterly surveys of reference requests and in-house use.
9. Provide in-house training for staff that focuses on circulation policies and procedures, customer service, use of the library catalog, use of databases and the Internet.

Service indicators: Number of electronic transactions, number of reference questions asked, number of pathfinders and booklists produced, number of Reference titles added, number of staff workshops, and Internet use in the Library.

This goal responds to the Needs Assessment findings that the community wants timely information on a number of topics related to work, school and personal life and depends upon the library staff to assist in the use of the library and to provide information resources and a well-designed Web site.

## Lifelong Learning

**Goal:** All Alamedans will have a variety of resources, assistance and programs to enhance their personal growth and knowledge, and to cultivate a lifelong interest in reading and learning.

### Objectives:

1. Match literacy students with a tutor within 3 months of application.
2. Provide the public with access to self-paced, individualized computer instruction software on computers in the Computer Lab.
3. Provide meeting spaces for clubs, organizations and community groups 7 days a week.

4. Based on annual circulation figures, reference questions, patron requests and surveys, identify the interests and lifelong learning needs of the community and emphasize those areas in development of the nonfiction collection.
5. Promote partnerships with community organizations, library support groups such as Friends of the Alameda Free Library and the Alameda Free Library Foundation, and other city departments.
6. Present at least 4 programs annually on subjects of interest to citizens, showcasing related library materials and services.
7. Increase the number of children registered in the Summer Reading Club by 5% annually.
8. Present a program twice a month for infants and toddlers ages 0-2 and their parents. Programs will offer positive early library experiences, including literacy development, parenting information and inspiration for language, stories, fingerplays, music and book use.
9. Present a Preschool Storytime for ages 3-5 twice a week.
10. Present a School-age Storytime for ages 5-8 once a week.
11. Present special programs for Young Adults four times annually.

Service indicators: Time to match student with tutor, number of uses of computer instruction software, number of uses of meeting and study rooms, number of programs presented, evaluation of programs, number of children registered in Summer Reading Program, number of storytimes presented.

This goal responds to the Needs Assessment findings that the community endorses the importance of materials, services and resources to enhance personal growth, learn new skills, and promote a lifelong interest in reading and learning. This goal also responds to the need for many more computers and access to the Internet and a computer lab to be used for training. This goal responds to the requests for collections and programs to serve a diverse community.

## Formal Learning Support for K-12

**Goal:** Children in the Alameda Unified School District and private K-12 schools will have a wide variety of activities and resources available in the library to further their academic achievements.

### Objectives:

1. Select materials to support curriculum in the schools with cooperation and input from the School District and private school staff.
2. Contact, consult and make presentations to School District staff about mutual resources and needs quarterly, and with private school staff as requested.
3. Offer homework help and tutoring 5 days a week during the school year, with tutors from Alameda High school Leadership class and qualified adults.
4. Host two study hall and tutoring sessions for the SAT College Boards in the library prior

- to the SAT exams, and make available SAT resource materials.
- 5. Provide workstations loaded with the District=s educational software for grades K-12.
- 6. Maintain District-provided core curriculum textbook collections at each library location for in house use.
- 7. Establish temporary reserve collections for class assignments as requested by classroom teachers.
- 8. Visit the schools to promote formal learning library programs annually.
- 9. Develop a volunteer program jointly with the School District that will aid the library and the District in carrying out joint programs of service.

**Goal:** Children in Alameda (K-12) who are home schooled will have a wide variety of activities and resources available to further their academic achievements.

### **Objectives:**

- 1. Present a Library Orientation Day for homeschool families annually.
- 2. Select materials to support curriculum in consultation with homeschool parents.
- 3. Provide meeting space in the group study rooms and large meeting rooms for homeschooled students.
- 4. Provide access to computers and homework support materials for homeschooled students.
- 5. Meet with the Alameda Home Learners support group at least semi-annually.

Service indicators: Number of user visits, number of students enrolled in joint venture projects, in house use counts of school textbooks and in house reserve collections, number of presentations in schools promoting formal learning services, number of groups using the small group study rooms and the large meeting room.

These goals respond to the Needs Assessment findings that improvement of student academic achievement in grades K-12 is a high priority in Alameda.

## **5. Description of Services**

### **A. Service Plan for Children**

The Children=s Department will be staffed during all open hours for a total of 59 hours a week. Staffing in the Children=s Department will be 1 Children=s Services Supervisor, 1 Children=s Librarian, 2.5 Library Technicians with special training in children=s services, and Library Aides.

Programming will include library instruction and orientation, Summer Reading Club, Storytimes for ages 0-8, Reference assistance, reader=s advisory service, holiday and other special programs, and joint use ventures with the Alameda Unified School District.

Collections will include books, videos, CD=s, DVD=s, magazines, foreign language materials, book/tape kits, audiobooks, specialized electronic databases, Web site links and CD-ROM. The current Children's collection including media, numbers fewer than 26,000. The total Children's book collection will total 39,000, an increase of 23%. The Children's media collection has 840 items, including video, music CD, books on cassette, and book/cassette kits. In the new library, it is projected to increase sixfold, to 5000 items. The Children's periodical collection currently has 21 titles; it is projected to triple to 75 titles.

Special services provided by the staff will be class visits to the Library, staff visits to schools, presentations to parent groups, visits to other youth-serving organizations, booklist and pathfinder preparation, Interlibrary Loan and the Homework Center in which the Library will work cooperatively with the School District to offer homework assistance and academic enrichment activities to students after regular school hours.

Relevant community partnerships will include:

- i. Alameda Unified School District, which provides public educational programs in the City of Alameda. The School District administers 12 elementary schools, 3 middle schools and 3 high schools. The Alameda Free Library will maintain joint ventures projects in a Cooperative Agreement with the School District.
- ii. The Smart & Healthy Babies Home Visit Program is a joint project of Xanthos, Inc., the City of Alameda and the Alameda County Children=s & Families Commission. Home visits by a health care nurse, parenting classes and family activities are provided free of charge to families of babies born to Alameda families. This home visit program distributes the Library=s ATwenty Minutes a Day= packet of library information about the importance of reading and language development in babies.
- iii. The Alameda Home Learners support group is for families who homeschool their children. The group provides social opportunities for children to get together. Parents organize field trips, classes and other types of activities for groups of homeschooled children. Parents of homeschoolers want space to meet in the library and materials to support their curriculum.
- iv. Esperanza Youth and Community Center is a comprehensive learning and wellness center serving primarily the low-income families of west Alameda. Library staff visits center programs to promote library resources, provide occasional family storytimes and distribute brochures.
- v. Even Start is a program of the School District. It is a family literacy program which provides information, materials and community resources so parents can improve the lives of their children. The library hosts visits by the Even Start group to introduce families to a public library and the variety of materials it has to offer.



### Implementation Plan for Children's Services

Children's Services staff will increase by 1, with a total of 1 Children's Supervisor, 1 Children's Librarian and 2.5 Library Technicians with special training in children's services. Open hours will remain 59 hours a week.

Children's Services staff will provide library instruction and orientation, offer a Summer Reading Club, present Storytimes for ages 0-8, provide Reader's Advisory and Reference assistance, and present holiday and other special programs.

Special services such as class visits to the library, staff visits to schools, presentations to parent groups and other youth serving organizations will be conducted by Children's Services staff.

The joint use ventures with the School District and the Children's Homework Center will be new services the library offers to provide Formal Learning Support for K-6 students. The Children's Supervisor will be responsible for contacting, consulting and making presentations to School District staff and private school staff, helping to develop a volunteer program jointly with the School District, and meeting with the Alameda Home Learners group. The Children's Supervisor with support from Children's Services staff will be responsible for ordering, maintaining and weeding the children's collections.

The Children's Supervisor and the Children's Services staff will select materials to support school curriculum with input from the School District and private school staff. Children's staff and the Reference staff will establish temporary reserve collections for class assignments as requested by teachers. Children's Services staff will also present programs and provide materials for homeschool students after consultation with homeschool parents. The library staff will provide meeting space in the group study rooms and large meeting room for homeschooled students. The Children's Services staff will promote partnerships with the schools, community organizations, library support groups and other city departments.

The Alameda Unified School District will maintain workstations loaded with the District's educational software for grades K-12 and provide each library location with a collection of core curriculum textbooks.

The Children's Homework Center in the new Main Library will offer homework assistance and academic enrichment activities to students after regular school hours. The hours of the center will be from 3:30-5:00 p.m. on Monday-Thursday, October through May. The goal of the Children's Homework Center will be to introduce students to library resources to help them successfully complete their homework assignments. The objectives of the Children's Homework Center include offering a safe, accessible environment that facilitates learning to students K-6, providing trained volunteers to deliver after-school homework assistance and supplying technology and other library resources to facilitate learning. Basic school supplies and school

textbooks will be provided.

A volunteer “Homework Center Coordinator” will be the lead contact between volunteer tutors and the library staff. The Homework Center Coordinator will be responsible for supervising the registration of students, supervising the volunteer tutors, communicating with the Children’s Services staff on Center needs, maintaining inventory and requesting supplies, and providing monthly statistics.

Trained volunteers will assist the students with their homework. The trained volunteers may include high school honor students for K-6 assistance. Student volunteers may earn community service hours.

#### B. Service Plan for Young Adults

The YA Department will be staffed with a .5 Librarian and assistance from additional staff as needed. Services will be available during library open hours, a total of 59 hours per week.

Programming will include library orientation and instruction to classes upon request, Reference services, booklists and pathfinders, a book discussion group, other special programming as suggested by the Youth Library Council, and joint use projects with the School District.

Collections will include books, videos, audiobooks, CDs, DVDs, periodicals, electronic databases, Web site links, CD-ROM, college catalogs and career resources. The Young Adult book collection is projected to grow to 6,100, an increase of 250%. The Adult/YA media collection will be shelved together and is projected to increase to 20,000 items in the new library, an increase of 400%. The CD collection will include a selection of popular music of interest to YA’s. The Young Adult periodical collection will grow by 41%.

Special services provided by the library will be a collection of the District=s core curriculum textbooks for use in the Library, and temporary reserve collections for class assignments upon teacher request.

College applications, financial aid forms and California High School Proficiency Exam registration forms will be available.

The Youth Library Council will provide ideas for Web sites to be included in the library=s teen web page.

The Teen Book Discussion Group, for teens aged 13-18, will meet one time per month. Teens will be encouraged to make suggestions about the books to be read and discussed by the group.

SAT Prep Study Hall will be facilitated by the Youth SAT Prep Team; for the SAT Prep sessions, the Library will provide a place for test takers to take practice tests, working together

or individually. SAT registration and practice question booklets will be ordered in bulk and available to teens at all three library locations.

Programs for teens will include poetry slams, books slams and author events. Relevant community partnerships will include:

- i. School District Leadership Council students will provide homework help and tutoring for grades K-6 in the library.
- ii. The Teen Advisory Council will provide input from high school students to the library about what library materials, programs and services are needed.
- iii. The Junior Friends of the Alameda Free Library will support library programs with books sales and offer activities in the library for younger children.

#### Implementation Plan for Young Adult Services

The Young Adult Department will be staffed with a half-time Librarian and assistance from Children's Services staff and Reference Services staff as needed. Services will be available during open hours, a total of 59 hours per week.

The Young Adult Librarian and Reference staff will present library orientation and instruction classes to students, provide reference services, and produce booklists and pathfinders. The Reference Department will house a core collection of textbooks for High School students and set up temporary reserve collections for class assignments upon teacher request. The Young Adult Librarian will promote partnerships with community organizations, library support groups, the schools, and other city departments.

The Reference Services staff will manage the Computer Lab, which will offer opportunities for students to master computer skills. The School District will oversee the Microsoft Office User Certified Trainers program, which will prepare students for work, while providing training to the public in the Computer Lab and the Student Internet Docents program, which will assist library patrons in using the Internet.

The Young Adult Librarian will meet with the School District to discuss joint use projects and will meet with the Youth Library Council members who provide input and suggestions for programming, WEB sites for the library's teen page, library materials and services. The Young Adult Librarian schedules programs including poetry slams, book slams and author events. The Young Adult Librarian is responsible for ordering, maintaining and weeding the YA collections.

The Youth SAT Prep Team, composed of interested members of the School District Leadership Council, Junior Friends of the Library, and members of the library's Youth Advisory Council, will host and facilitate the SAT Prep Study Hall held in the Library. The Library provides a place

to practice taking the test and orders SAT registration and practice question booklets. College applications, financial aid forms and California High School Proficiency Exam registration forms will be provided by the library.

The YA Homework Center in the new Main Library will offer homework assistance and academic enrichment activities to students after regular school hours. The hours of the center will be from 3:30-5:00 p.m. on Monday-Thursday, October through May. The goal of the YA Homework Center will be to introduce students to library resources to help them successfully complete their homework assignments. The objectives of the YA Homework Center include offering a safe, accessible environment that facilitates learning to students in grades 7-12, providing trained volunteers to deliver after-school homework assistance and supplying technology and other library resources to facilitate learning. Basic school supplies and school textbooks will be provided.

A volunteer "Homework Center Coordinator" will be the lead contact between volunteer tutors and the library staff. The Homework Center Coordinator will be responsible for supervising the registration of students, supervising the volunteer tutors, communicating with the Young Adult Librarian on Center needs, maintaining inventory and requesting supplies, and providing monthly statistics.

Trained volunteers will assist the students with their homework. The trained volunteers may include high school and college students, as well as other adults. School District assistance will be sought in identifying students for the YA Homework Center. Student volunteers may earn community service hours.

School District Leadership Council students will provide homework help and tutoring to students K-6 in the Homework Center.

### C. Service Plan for Adults/Seniors

Staffing in the Reference Department will increase to 6 Librarians. Full time staff positions will include 1 Supervising Librarian, 1 Senior Librarian and 2 Librarians; there will be four part-time Librarians. Hours of service will be 59 hours per week.

The Library will sponsor programming including author programs, Internet tutoring, poetry groups, book discussion groups, library instruction and orientation, reader=s advisory, Internet computers and other special programs.

The library=s adult collections will contain fiction and non-fiction books, videos, CDs, DVDs, other emerging media, electronic databases, audiobooks, indexes, encyclopedias, foreign language materials in several formats, large print titles, telephone books, microfilm, DVM handbooks in multiple languages, pamphlet files, map files and a local history collection. The local history collection contains Alameda clipping files, Alameda History collection, California

collection and the WPA indexes.

The Adult collection is projected to grow to 126,900 by the year 2020, an increase of 27%. The Large Print collection will increase to 6,100, more than doubling in size. The International Languages collection will be 2.5 times larger and will emphasize Asian languages (Chinese, Korean, Japanese, Vietnamese and Tagalog.). The Spanish language collection will triple in size. Other languages will include Farsi, German, French and Russian. Local History collections will grow by 21%. The Adult and Young Adult Media collection is projected to increase to 20,000 items, an increase of 400%. The Adult collection of current periodicals is projected to nearly double, the newspaper collection will grow by 29%. The new Main Library is projected to have 415 periodicals.

Special services will be the Library Homebound Program (free deliveries of library materials to patrons who are unable to come into the library), interlibrary loan, library-produced booklists and pathfinders, and tax forms. Services, equipment and materials for the disabled will include a Kurzweil reading machine, an Optelec text enlarger/viewer, a TDD telephone number, collections of books in large type, media accessible to the vision and hearing impaired, audiobooks, ADA-accessible patron workstations with enlarged text access and voice-activated computer control software. Additional special services will include remote access to the Web site and electronic databases and a special Seniors area with lounge seating near the large type books and the audiobooks.

The Library's Adult Literacy Program will provide basic reading and writing skills to adults aged 16 and older.

Attorneys in the Library will offer free legal advice to Alameda residents. The program is co-sponsored by the Alameda Co. Bar Association.

Relevant community partnerships will include:

- i. The Library's Director's column will appear biweekly in the local newspaper, the *Alameda Journal*. The Library Director will also write a column for each issue of the quarterly local magazine, *Alameda Living*.
- ii. The PTA brings together parents, teachers, students, principals, administrators and others interested in uniting on behalf of children and youth. The library staff will solicit input from and make presentations to PTA groups.
- iii. Alameda Power & Telecom, a municipal utility operated by the City of Alameda, will provide an electric van for delivery of materials to patrons in the library's Homebound program.
- iv. Mastick Senior Center is an Alameda City funded program which provides recreational,

educational, nutritional and social services to adults aged 60 and over, as well as to disabled persons aged 50 or more. Alameda Power & Telecom=s electric shuttle van will transport members to the library.

- v. The Rotary Club of Alameda donates funding to the Library annually, approximately equivalent to the purchase of one book per week. Each week the Library Director brings the Abook of the week= to the Rotary meeting for a short book talk.
- vi. The Mayor=s Committee on disability Issues makes recommendations to the City Council on accessibility issues in City-owned buildings. This group makes suggestions about issues related to use of the library by the disabled.
- vii. Alameda Adult School offers classes for adults in many areas including English as a Second Language, high school subjects, vocational and computer education, etc. The library is a major educational resource for adults enrolled in the Adult School and continuing their education.
- viii. The Alameda Multicultural Community Center (AMCC) provides programs and support to Alameda=s diverse population. The Library will seek input from the AMCC and staff will make presentations to groups at the Center upon request.
- ix. The Library will continue to cooperate with the Alameda Co. Bar Association to offer the Lawyers in the Library program.

#### Implementation Plan for Adult/Senior Services

The Reference Department will be staffed with 6 Librarians, a Supervisor, a Senior Librarian, 2 full-time Reference Librarians and 4 part-time Reference Librarians. Hours of service will be 59 hours per week.

Reference=s Services staff under supervision of the Reference Services Supervisor will sponsor programming including author programs, poetry groups, book discussion groups, library instruction and orientation, and other special programs of interest to the community. Other services performed by the Reference Services staff will include library-produced booklists and pathfinders, Reference services and reader=s advisory. Reference Services staff will promote partnerships with community organizations, library support and other city departments.

Reference Services staff will be assigned areas of the library=s collection which they are responsible for ordering, maintaining and weeding. Selectors will use annual circulation figures, reference questions, patron requests and surveys to identify needs of the community. The Reference Supervisor, with input from staff, is responsible for recommending periodical and information databases and ordering the print Reference collection.

Reference staff will oversee Internet training sessions for the public, conducted by volunteers, including community members and pre-screened student docents. Reference staff will manage the Computer Lab with access to computer instruction software on the computers for the public. Reference staff will have charge of a wide array of services, equipment and materials for the disabled .

Circulation staff will gather materials for the library's Homebound program. This weekly service delivers library materials to the homes of Seniors and the disabled

Technical Services staff will continue to order, process and catalog materials and ensure that new reserve books are available within one week from the date of receipt.

The Library's Adult Literacy Program volunteer tutors will provide basic reading and writing skills to adults aged 16 and older. The Literacy Program Director will match a tutor with a student within 3 months of application.

A new position, Main Library Manager, will join the Library Director and the Supervising Librarians on the Management Team. The Manager will directly supervise numerous in-house functions including Circulation, Scheduling, Homebound service, Library Pages, Custodians, Meeting Rooms, Café and Friends Book Sale spaces. As a member of the Management Team, s/he will participate in community outreach and promotion of community partnerships, providing in-house staff training on circulation and other policies and procedures, customer service, use of the catalog and databases and the Internet. As part of the Management Team s/he will also evaluate performance measures and review policies and procedures to assure good customer service and collections which respond to community needs.

#### How the Overall Plan of Service Meets the Needs of Residents in the Library Service Area.

The overall Plan of Service will meet the needs of residents by providing larger and more up to date collections to fulfill the demand for information about popular culture and social trends. Our commitment in the Library Service Plan is to purchase, promote and display current topics and popular print and media materials. It includes acquisition of print, electronic and media materials for all ages. Our commitment to electronic materials is to maintain and expand the major periodical and information databases, to provide user guides and pathfinders, to evaluate and adopt new technologies as appropriate and to maintain a user-friendly and up to date Web site.

The library was recognized as a major educational resource for adults as well as students. The service plan commits us to meet the need for information on topics related to work, school and personal life. It includes maintaining strong staff resources, information resources and a well-designed and easy to use Web site.

Access to more computers is important to our community. Although the community depends on

the library staff to help find information, the number of patrons who want to find information on their own without staff intervention is growing. It is our commitment to provide excellent library service and enable patrons to find information on their own by providing a sufficient number of terminals to meet demand inside the library.

There will be better access to the facility and collections. The Large Print collection will be on the first floor of the new library, in an area with comfortable chairs and lamps, to make it easy to use and inviting as possible. All ADA standards will be met or exceeded. The Homebound Services and equipment will directly benefit our aging population.

72 languages other than English are spoken in Alameda. The foreign language collections will more than double to meet this need. We will make use of volunteer translation services from the School District to prepare library publications in other languages. We will seek out and add programming on other languages as it becomes available. The International collections will be easier to find and use. They are currently relegated to an out of the way area. In the new library better signage and more visibility will increase use.

Parents want a children's area with an inviting atmosphere, child-sized furniture and cozy parent/child seating. They want a storytime area where children can be noisy. They want storytimes and special programming, including storytimes for the 0-3 group. The library service plan provides for storytimes, Summer Reading Programs, class visits, Reference and Reader's Advisory service for children.

The Library Service Plan provides for better support for K-12 students. The opportunity to develop joint ventures with the school district has opened the way to new possibilities for improving services to students. The library service plan commits the library to provide two homework centers; to house a collection of core curriculum materials at every library; to establish joint ventures relating to tutoring and homework help, students to assist and train members of the public on various computer skills; to offer multiple SAT prep sessions at the library for students; to provide access to library databases from every classroom; to dedicate two workstations to offer school district online educational software; to meet quarterly with school district staff for information sharing and training. The library plan also commits us to meet on a regular basis with homeschool support groups. The library will help students improve academic achievement by providing resources such as study and meeting space, print and electronic materials, staff who have knowledge of school district programs and requirements, and volunteer programs for tutoring and homework help.

Many patrons want a quiet area to read or study. We have planned for quiet group study rooms to meet this need. We heard from students, parents, teachers and others who want study rooms for students to study and work on projects together. We have made a commitment to maintain small study rooms in the new library. Small group study rooms will also be used for tutoring, as will other areas in the Library. Tutoring or homework assistance will take place in the YA Homework Center, as well.



During community meetings, many residents expressed the idea of the library as a community gathering place with space for meetings, cultural events, study projects and gatherings of various sorts. A café was frequently mentioned. Seniors expressed their desire for meeting spaces and quiet study rooms. The service plan commits us to providing spaces for clubs, organizations and community groups to meet and present cultural events. There will be 6 small Group Study Rooms in the library, a quiet Reading Room for 16 persons, a Story Hour and Craft Room, a Community Meeting Room for 150 persons, and a Meeting Room Lobby and Café.

#### *Service Plan for Joint Venture Projects.*

The library's Plan of Service directly addresses the needs of the K-12 student population, including homeschooled children, in its service response A Formal Learning Support for K-12". That portion of the plan of service lists the elements of the joint ventures between the school district and the library, as well as the resources and activities the library will provide for homeschoolers.

Homeschool K-12 Students. Homeschool families depend almost exclusively on the public library for the material they use for the children's learning; they expressed a strong desire for more library materials to support the homeschool curriculum. Almost by definition, homeschooled children have less interaction with other children and adults than do those who attend schools. Consequently the homeschool families expressed the need for a place where they could gather as a group for special events and activities.

As a result of what we learned in talking with homeschool groups, we have made the commitment to stay abreast of their needs by meeting with them as a group at least twice a year. We have made the commitment to help them better understand the library's resources and services by holding an annual Library Orientation Day for homeschoolers, and inviting their input on selection of materials in their areas of interest.

Public School K-12 Students. In conducting our needs assessment process and preparing our Cooperative Joint Use Agreement, we have learned a lot about the goals of our School District and the needs of K-12 students. The overriding goals of the school district are to raise student performance as measured by local assessments and standardized tests, and to eliminate unequal achievement levels in various neighborhoods of the city.

The specific joint ventures between the library and the school district were developed as strategies to meet those needs.

#### *Homework Centers.*

X The Young Adults and Children's Homework Centers will have special collections to

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support academic efforts.

Collections of the school district=s core curriculum textbooks. These textbook collections will help ensure that students can complete assignments at the library, even if they=ve forgotten their textbooks; they will also enable library staff better to understand requests for school-related reference assistance.

Temporary reserve collections of materials to support individual class assignments. These collections, assembled at the request of teachers for specific assignments, will help ensure that sufficient materials are available at the time students need them.

- X The Children=s Homework Center will have space for volunteer homework tutors, mostly during afterschool hours. This advances the goal of improving student achievement. This project also provides a meaningful venue for High School students who assist as tutors to receive community service hours.

#### *Computer Center.*

- X The Computer Center will offer opportunities for students to master computer skills, especially students who do not have access to computers at home.
- X Student Internet Docents will work scheduled shifts to assist library users in more skillful use of the Internet. Students who are trained as docents will learn more about the library=s electronic resources and new ways of searching. This will strengthen their own ability to complete assignments and work independently and will build their confidence and sense of recognition.

This project also assists library staff by taking over some of the training function presently filled by reference staff. It provides a meaningful venue for High School students who assist as tutors to receive community service hours.

- X The MOUS (Microsoft Office User) Certified Trainers program prepares students for the world of work, while providing computer training to the public in the Computer Lab. Students who have received their MOUS certification will hold monthly free Microsoft Office workshops for members of the general public.

#### *Shared Electronic and Telecommunication Library Services.*

- X The Library will give access from all classrooms and school libraries to the library=s rich array of periodicals and other databases which are not owned by the District. This will make students= classroom experiences more meaningful. Subsequent student efforts to study at the library will be much more likely to succeed if they have prior experience in

the classroom. Teachers will have a better idea of library resources when they make assignments, and may learn significant new searching skills. Teachers have been vocal about wanting a better understanding of library resources and services.

- X Quarterly training of school district staff by library staff will help ensure that as many teachers as possible take advantage of this shared electronic environment. Student Internet Docents will also be encouraged to train teachers one-on-one in their classrooms.
- X NCS Learn software is a K-12 curriculum used in the classrooms to support students in their reading, writing, math and English language development. The library will provide two dedicated NCS Learn workstations in the YA Homework Center. This project will be especially helpful to students who do not have access to computers at home.

*Other Collaborative Library Services that Directly Benefit K-12 Students.*

- X SAT prep sessions will be held several times a year at the library for students who do not have the means to attend expensive SAT prep classes. This is important in a district where we are trying to equalize student achievement. During needs assessment, teen focus groups put a heavy emphasis on help with academics and tests, and this project was suggested by the library=s Youth Advisory Council.
- X Quarterly planning and information-sharing meetings between library and district staff are planned. We do this because we both realize that neither of us can meet all the needs of students. They will be better served if we communicate and collaborate.
- X Youth Advisory Council. School principals nominate high school students to serve on this Council to advise the library about what materials, programs and services are needed. We do this to ensure that our services meet student needs.
- X Foreign language translation and outreach. District volunteers from time to time assist with translation of library materials including brochures, flyers and forms. This helps enable all members of the community to make us of the library for themselves or their children.
- X Library staff visit all elementary schools to publicize summer reading club; district teachers and principals facilitate the scheduling of visits. This promotes children=s reading during the summer.

Private School K-12 Students.

The library does not have specific agreements with the private schools. Most of them do not have their own school libraries, and many consider that the public library fills that role. Many private school classes visit the Main Library or branch libraries on a regular basis. Library staff

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members have regular contact with the teachers who bring in their classes.

Private school students have the same access to the joint venture services as do district students. Private school students can attend SAT prep sessions, homework tutoring sessions, MOUS trainer workshops and the like. Private school teachers could request temporary reserve collections for their students, and the like.

## **6. Jurisdiction-wide service**

The Main Library has always supported the branches with services, collections and staff; this will continue when the new Main Library opens. Overall the Main Library provides about two-thirds of Alameda=s adult services, but only about one half of the children=s services. The branches are much more oriented toward service to children with full schedules of storytimes, and a children=s materials circulation in excess of 60%. It was clear from the needs assessment that the branches= role as centers for children and homework should be maintained and improved as a first priority.

In the branches the adult, large print and media collections have always relied for augmentation on special request materials and rotating collections from the Main Library. We expect this to continue even after the planned expansion of the two branch libraries. Branch children=s print and media collections, too, will continue to be refreshed and augmented by periodic rotation from Main Library collections.

In the new Main Library there will be more of everything. Print and media collections will be greatly increased. We anticipate increases of 30% and 50%, respectively, in the adult and children=s book collections. Media collections will increase by 400% (adult/young adult) and 500% (children=s). The number of adult/young adult periodicals will double and the number of children=s periodical will triple. The new Main Library will also have many more reader seats and computer seats, and various types of seating which do not now exist. These include quiet study, small group study, lounge and Homework Center seating. This combination of increased seating, a variety of uses and increased collections will draw users from throughout the community, to a much greater extent than is now the case.

On the other hand, larger collections at Main will strengthen branch services by providing additional materials to be sent out either on a special request or rotating basis. It will always be the case that the branches are valued as neighborhood resources for children, for those who prefer the more personal atmosphere of a neighborhood branch, and for those who cannot or do not wish to travel to the Main Library.

Branch services will be strengthened by Main with special request and rotating collections. The fact that the branches have access to exactly the same electronic resources as the Main Library serves further to equalize service. The frequent lack of reference librarians in the branches, however, means that they rely on the Main Library reference staff for support in handling

complex information requests. Main will also support the branches with its large number of Internet terminals and other electronic resources. Although we hope to expand the number of computers in the branches, they may never be able to provide sufficient computer access to satisfy their clientele. Those who want to access Internet resources will quickly learn that this is best accomplished at the Main Library.

The branches will continue to serve ethnic and language minorities who, when appropriate materials are available, prefer to receive services close to home. Again, the Main Library will serve as a resource to augment the International Languages collections at the branches.

The disabled community in Alameda actively participated in the needs assessment process and continues to follow developments closely. They have been instrumental in suggesting improvements to collections, furnishing and equipment. The Interim Main Library is accessible to the disabled, but not easily accessible. The new Main Library with its improved access and equipment, will draw many disabled people who currently find it difficult or unrewarding to visit the library.

Almost everyone who participated in the needs assessment process mentioned that the new library should have meeting rooms for community events, gatherings, meetings and programs. The 150-seat meeting room(s) will serve literally dozens of groups from throughout the community. The library, too, will use the meeting rooms for library-sponsored events including author programs, lectures, special events for children such as the Summer Reading Club ceremony, YA events such as poetry slams and SAT Study Halls. Homeschoolers have already indicated their wish to use meeting rooms from time to time for large group events. The Library Board will meet here, as will the Friends of the Library and the Library Foundation. Even after expansion of the branches, it is unlikely that they will have any significant meeting space. Thus the Main Library's meeting facilities will serve the entire community.

There will be two Homework Centers, one for YA's and one for Children. The YA Homework center will have electronic and print materials to support the K-12 curriculum, including core textbooks. These materials will serve students from all parts of the city. Volunteer adult and peer tutoring will take place here, and as soon as possible, the tutoring program will be expanded to include the West End Branch, but it will be organized and administered from the Main Library.

There will be six small group study rooms in the new library. These will be used by students and homeschoolers to study and work together on projects; by tutors for the Adult Literacy Program and other tutoring programs; by various small groups who wish to meet for whatever reason.

Electronic, technical and automated services for all locations will continue to be delivered from Main Library.

## **7. Technology**

### **a. Executive Summary.**

In planning for a new Main Library, the Alameda Free Library undertook a broad Community Needs Assessment, from the findings of which the Library Plan of Service was developed.

#### *1. Community Needs Assessment*

The Community Needs Assessment found that Alameda desperately needs a new Main Library, one that provides more of everything: Space, for materials and people, including meeting rooms and homework centers; Collections, both traditional library materials and new electronic resources; Technology, including more computers, support for special needs populations, access to Internet and office software, and connectivity to School District electronic resources; Services, including reference, research and homework assistance.

#### *2. Library Plan of Service*

The library plan of service was developed in response to the community needs assessment. The substance of the plan of service is to develop and deliver the service responses that emerged from the needs assessment. Every service response in the plan of service has a technology component and a Web site component, and AFL will employ technology to help deliver every service response.

Current Topics and Titles. This service response specifically requires information technology to provide the current and broad range of information interests identified in the community needs assessment.

The library will acquire and operate the public access workstations, networks, and connectivity to ensure that current resources, both manual and electronic, are available to end users as quickly as possible from within the library, from homes, schools, and places of business.

General Information. This service response requires users to have access to general library materials, including leisure reading, reference materials, research support, and such other materials as the patrons of Alameda Free Library can reasonably expect.

The library will continue to provide fully automated access to its catalog, enhanced with new workstations, networks, servers, and other technology resources. In addition, the Library will sharply expand the range of resources it can provide by virtue of more workstations, improved electronic collections and Web site. The library's collection of subscription and educational databases will be maintained and expanded.

Lifelong Learning. This service response includes, in addition to the materials citizens asked to have available, access to electronic resources and computers they identified so individuals

themselves can develop and pursue self-training in using technology.

The Alameda Free Library's plan of service includes providing technology to ensure that the Library's catalog, patron services, materials, computer lab and the technology that supports and delivers them, remain available to all citizens of Alameda. In addition, the technology components themselves will be available as learning tools.

Formal Learning Support for K-12. This service response requires Homework Centers, access to AUSD online educational software, and PC workstations and peripheral devices that ensure compatibility with AUSD resources and services. From the Homework Centers, students will be able to log into proprietary educational databases containing their own homework assignments and other academic records. Some students will be able to work in the library to teach information literacy (Internet docents) and to teach computer skills classes (certified MOUS trainers). Even low tech/no tech joint ventures such as special library collections to support class assignments, will be facilitated by email and other electronic communications and information-sharing.

AFL and AUSD will partner in operating proxied network connectivity, ensuring that students making use of the Homework Center will have access to electronic and digital resources equivalent to the services provided within an AUSD library. This will be of particular importance to students during afterschool, evening and weekend hours when school libraries are closed. It will also be very important to students who lack internet, or even computer, access from home. Likewise, the library's online resources will be available from every public school library or media center. This will greatly expand the amount and variety of resources available to classroom teachers and school librarians.

### *3. Technology in Library Services and Energy Efficiency.*

The new Alameda Free Library Main Library will use innovative techniques that embed technology and future flexibility into the structure of the new facility. By incorporating technology directly into the structure, AFL will ensure that information devices and networks will be accessible, upgradeable, and replaceable without disrupting library services. The information technology itself will adhere to all appropriate standards and protocols, employing cost-effective equipment that will provide reliable and manageable services meeting the library plan of service.

The Technology Plan includes use of both cable and wireless networking for voice and data services, and access control; standard PC workstations and easily maintained thin clients for public access, ensuring high levels of availability of all public access devices; networked public printing; and use of common technology infrastructure for all operating purposes.

In all regards, the plan for technology supports the library plan of service, with the specific aim of incorporating information technology that delivers to Alameda's citizens and AFL's patrons

the most appropriate, up-to-date, and cost effective library services possible.

**b. Description of appropriate technology.**

The Alameda Free Library's Plan of Service integrates appropriate electronic technologies in response to the service needs identified in the Community Library Needs Assessment. What follows is a description of how information technologies will be implemented to integrate, support and extend the delivery of library services to the residents of Alameda.

i. Needs Assessment.

The community needs assessment found that Alameda's citizens and library patrons wanted the following improvements in library services.

Space, both for materials and for people, including meeting rooms and homework centers.

Collections, both traditional library materials and new electronic resources.

Technology, including more computers, support for special needs populations, access to the Internet and to office-style software, and connectivity to Alameda Unified School District (AUSD) electronic resources.

Services, including more open hours, and upgraded reference and research assistance, with a specific interest in improved access for students to curriculum support materials.

ii. Library Plan of Service.

As a result of the community needs assessment, the library developed a plan of service to provide specific services goals and objectives. The substance of the plan of service is to develop and deliver the service responses that emerged from the needs assessment. Every service response in the plan of service has a technology component, and the library will employ technology to help deliver each service response:

**Current Topics and Titles.** This service response specifically requires information technology to provide the current and broad range of information interests identified in the community needs assessment.

The library will acquire and operate the PC workstations, networks, and connectivity to ensure that current resources, both manual and electronic, are available to the end user as quickly as possible from within the library, homes, schools, and places of business.

**General Information.** This service response requires patrons and staff to have access to general library materials, including leisure reading, reference materials, research support, and such other materials as the patrons of Alameda Free Library can reasonably expect to use.



The library will continue to provide fully automated access to its catalog, enhanced with new workstations, networks, servers, and other technology resources. In addition, the library will sharply expand the range of resources it can provide by virtue of more workstations and more space.

**Lifelong Learning.** This service response includes, in addition to the materials citizens asked to have available, access to electronic resources and computers so individuals can develop and pursue self-training in using technology.

The Alameda Free Library's plan of service includes providing all the technology and technology support that AFL can muster to ensure that the Library's catalog, patron services, materials, and the technology that supports and delivers them, remain available to all citizens of Alameda. In addition, the technology itself will be available from homes, places of business, and from schools. Users in the new Main Library will have at their disposal the most modern and up-to-date equipment, software, and connectivity to provide skills development and information access at the same time.

**Formal Learning Support for K-12.** This service response requires Homework Centers, access to School District electronic resources, and PC workstations and peripheral devices that ensure compatibility with School District resources and services.

AFL and AUSD will partner in operating proxied network connectivity, ensuring that students making use of the Homework Centers will have access to electronic and digital resources equivalent to the services provided within an AUSD library.

### iii. Engineering Strategy for the New Main Library.

The library and its architects have adopted an engineering strategy to guide planning and construction of the new Main Library. The Library will use the most up-to-date methods, the most energy-efficient equipment and design, the most effective technology for human purposes, and the most affordable, manageable, and configurable network and space allocations possible. Several key elements of the Technology Plan underscore these strategic directions:

Use of underfloor common plena for HVAC, electrical, voice, and data cabling distribution.

Use of low power consumption and low heat generation Internet and public access workstations based on "thin client" designs.

Use of flat-screen LED monitors for all public services purposes, reducing power consumption, heat generation, and most important, reducing physical distances between public information seekers and staff information providers.

Use of common network cabling for all voice, data, and access control security devices, reducing redundant cable installations, and reducing installation costs.

Use of self-service and self-check technology to permit patrons to conduct their own library services if they wish.

Use of server, workstation, printer, and network management technology to reduce demand for staff to operate equipment and networks, and to ensure high service availability at reduced costs.

iv. Technology Components of the New Main Library.

The new Alameda Free Library will be constructed as a “smart” building. As such, the building will incorporate the needed infrastructure for successful library services and technology within the building, not as an afterthought. For example, AFL will use a new construction method that uses raised flooring as a combined plenum for HVAC air handling, and also as a form of open cable conduit. Combined with secured technology space on both of its two floors, which will use traditional conduit to connect from the first floor telephone and data closet into both the underfloor plenum, AFL can cable for data, voice, and access security control with high-speed 100 MBps Category 6 copper or whatever is the latest standards-based technology, and move to faster fiber optics if and as such transmission capabilities emerge as cost-effective options.

The building’s open spaces will also incorporate easy installation and operation of wireless technology, using the Institute of Electrical and Electronics Engineers (IEEE) standard 802.11a, the most up-to-date standard for wireless Local Area Networking, or whatever successor wireless technology is most up to date at time of construction.

v. Local and Wide Area Network Infrastructure.

Alameda’s locally owned electric utility, Alameda Power & Telecom (AP&T) is constructing a fiber optic network for the delivery of electronic and cable services. AFL will take advantage of AP&T’s Metropolitan Area Network (MAN) to link all three facilities of its library services branches together in an extended Local Area Network. That is, the MAN will permit transmission of 100 MBps Ethernet traffic between the Bay Farm and West End branches and the new Main Library, using routers housed in the Main Library and in each branch.

The new Main Library will be a service node on the Library of California, since the WAN connectivity will link AFL to the Golden Gateway Library Network, one of the seven regional library systems that make up the Library of California.

The new Main Library will have these network features:

- 315 Category 6 network jacks, each cabled and terminated in one of two network equipment racks. One rack will be in the telephone/ telecommunications/ data closet, and one will be in the network control room.

- 180 initial live switched ports, able to expand up to the full 315 installed and cabled ports.
- 100 MBps or faster Ethernet switches for all LAN and MAN network traffic, using Hewlett-Packard ProCurve or equivalent Ethernet switches. All routed traffic over the AP&T MAN will employ Cisco or equivalent routers, using Ethernet-over-fiber modules.
- All LAN cabling will run in underfloor plena, except cables that link wireless devices to switches.
- All wireless sessions will operate using IEEE 802.11a Network Attachment Points (NAPs) suspended from ceiling mounts in two diagonally opposite corners of both first and second floors, giving 270 degrees of coverage each.
- All networked equipment will operate Simple Network Management Protocol (SNMP) compliant management and monitoring software, and AFL will acquire and install an SNMP management and monitoring system such as Hewlett-Packard OpenView. Within the new Main Library, the cabled transmission will be over Category 6 Ethernet cable at 100 MBps, adhering to the IEEE standard of 100 yards/91 meters of cable length for any single cable segment. AFL will network the library using these design principles:
- Service entrance for all data and voice services will be on the ground floor in a telecommunications and data closet.
- The tel/data closet will have 4 four-inch conduits into both first and second floor underfloor plena, and will be outfitted with plywood backboards, 19-inch wide equipment racks, M110 punchdown blocks, and patch panels. All of these characteristics are currently standard for cabling center installations.
- Demarcation point from AP&T services to AFL services will be within that closet, with fiber optic cable linking data communications from a router housed in the closet to a network and server control room on the second floor.
- All network switching for outbound services, to the Internet, to locations elsewhere in Alameda such as the Alameda Unified School District, and to the other AFL branches, will take place in the network control room, with fiber optic links to the router located in the tel/data closet, and thus connected to AP&T's MAN.
- The second floor network control room will house all servers, security control equipment, switches for second floor PC workstations and other networked devices, and associated M110 punchdown blocks, patch panels, and equipment racks.
- Distribution of data communications lateral cables to second floor PCs, servers, and other networked equipment will emanate directly from the network and server control room to second floor devices, utilizing the underfloor plenum.

- Distribution to first floor devices will take place from the ground floor tel/data closet, using fiber optic cable linking the network control room to the tel/data closet, and housing Ethernet switches in the tel/data closet. Category 6 cable running in the underfloor plenum will link switch ports to individual devices.

vi. Workstations, Servers, Printers and Peripherals.

AFL will acquire and install new workstations, servers, printers, and other peripheral devices needed to provide the services called for in the Library Plan of Service, and identified as a result of the Community Needs Assessment.

The technology implementation strategy for AFL is to employ the most up-to-date technology that is consistent with the value engineering approach AFL is taking to the new Main Library. That approach includes using devices that have small physical footprints, consume low power, generate low heat, require the least staff effort needed to ensure delivery of high-quality library services, and provide the least barrier between people and equipment, and people and people.

The technology strategy is also to employ workstations, printers, and other devices that are networked and support network monitoring and management using the standards for such management called Simple Network Management Protocol.

A key benefit of value engineering in libraries is to free staff to provide direct library service to patrons.

*Staff and Public Workstations.*

The staff workstations will be Pentium or Itanium class PC workstations, whatever is current at time of purchase, operating Windows XP or appropriate release of the Windows operating system. The PCs will be equipped with office-style software and all appropriate peripheral devices associated with conducting staff operations.

Public workstations will be in two forms: Internet and OPAC workstations will employ “thin client” technology to ensure ease of set-up, configuration, security, and maintenance. Public access workstations that support office software for word processing, K–12 support, and other purposes will be secure PCs, similar in form to staff workstations but without the barcode scanners or other peripherals. Express service workstations will be limited in number of minutes available to users, to ensure their availability for quick catalog and patron account status checks.

Self-check circulation machines will be available for patrons wishing to conduct their own circulation transactions, and self-service printer control will be available to permit patrons to print and pay for materials without staff intervention.

Public access workstations supporting literacy or ADA-compliant services will be outfitted with

special software in the case of literacy, and sound cards, large screen monitors with special character-focus software, and other features. See the Specialized Equipment and Services section for details on special PC workstations and services.

#### *Servers.*

AFL will outfit its network control room with servers to manage library services, workstations, printers, and other features and functions in the new Main Library. The servers will have these roles:

*Integrated Library System server:* The new ILS server will operate an all-graphical ILS from Epixtech, the provider of the Dynix Classic software now operating on an older and increasingly obsolescent server.

*Mail and Web server:* AFL will acquire and install a server to handle World Wide Web presentation as well as electronic mail.

*AUSD proxy server:* AFL will provide access to K-12 services for students in the Alameda Unified School District. The proxy server that will handle authentication and routing for AUSD students will reside in AFL, and will manage time-of-day and other workstation profile and access responsibilities.

*Thin client servers:* AFL will employ easily configured, low power consumption, low heat generation thin client terminals that emulate Windows PCs but do so without the management and security effort related to public PCs. The thin client workstations require servers to provide memory, disk capacity, and network connectivity. AFL will install and operate two such servers.

*Network management and print control server (supporting Simple Network Management Protocol, SNMP):* As part of its strategy to exploit the network connectivity built into the new Main Library, AFL will install and operate SNMP management software, and will require a server to manage the SNMP software. The same server will also manage networked printers and print control software.

#### *Printers and Peripherals.*

AFL will operate a variety of printers, including networked laser printers, desktop printers (PC-connected laser printers, fax/scanners, and label printers) for staff use, and receipt printers for patrons checking out materials.

Two high-speed centralized printers will be under public access print control, requiring patrons to pay for extended printing. Other peripheral devices will include barcode laser readers and paper scanners for converting images and text to digital formats. The benefits of the device strategy are numerous:

All devices, including servers, will be networked and managed using SNMP.

All devices will employ a common Operating System (Windows XP or the most recent release of Window OS). A single configuration for staff PCs can be “pushed” to all other staff PCs as an example of set-up and configuration.

Public access workstations for OPAC and Internet service will be thin client terminals, providing Windows features but sharing server-based internal capacity. The thin client machines will be easily configured, highly secure, and easy to manage.

All staff and PC workstations will employ security, virus control, and configuration features to ensure that they remain available for patron and staff purposes, and do not become corrupted or abused.

Devices that will support AUSD K–12 students will be networked to AUSD via a proxy server that will provide a secure link to AUSD electronic services and resources. AUSD students can expect to have electronic resources essentially identical to and be connected to the same facilities they would have in an AUSD school.

The centralized control of electronic devices will require fewer personnel, reduce operating costs, and result in better patron and staff service because there will be fewer opportunities for devices to go out of service.

vii. Specialized Equipment and Services.

AFL will acquire and install a number of specialized devices and offer services for special populations. In addition to special services, this section also addresses the needs AFL will have for library security and materials security.

*Voice Communications.* AFL will acquire a telephone switch system and handsets that will employ the emerging Voice Over Internet Protocol (VoIP), using the International Telecommunications Union’s H.323 protocol. The switch, of the type and class provided by Nortel’s BMC Voice Switch, will also support wireless handsets, links to City of Alameda telephone systems, and other telephony features. The telephone switch will also be SNMP-compliant and will be housed in the network control room.

*Print Control.* Two high-speed central networked printers available to the public will have printer cost recovery controls on them, using a software product such as Pharos UniPrint or equivalent. The cost recovery will reduce unwanted printing, wasted paper, and printer wear.

*Americans with Disabilities Act compliance.* AFL seeks to provide the best services possible to specialized populations. The ADA services at AFL will include devices for visually impaired patrons such as Kurzweil and Arkenstone equipment, magnifying monitors, voice recognition equipment and several specialized computer carrels with motorized adjustments.

*Materials Security.* AFL will acquire and install materials security features, using equipment such as 3M or Checkpoint systems. AFL and its patrons will appreciate the savings in lost materials and staff effort.

*Key-Card Security.* AFL will install electronic access controls for each door in the new Main Library, including all inside doors as well as entrances to the building. Each door will have a proximity reader, and staff will carry badged door entry cards that will unlock doors by connecting to a controller, identifying the badgeholder, and unlocking the door if the badgeholder has the appropriate permission level.

*Presentation Systems and Smart Podiums.* AFL will install presentation systems in the Community Meeting Room and in the Children's Services Story Hour and Craft Room, providing multi-use capability for both rooms. Both rooms will have ceiling mounted display projectors capable of showing all features of the AFL Integrated Library System, full motion video, television, Internet and World Wide Web displays, view foil displays, and other image and text sources. Both rooms will house smart podium systems with control PCs, software, various media drives (CD, DVD, several tape formats), and a document camera for displaying overhead view foils and drawings. The podium in the Story Hour and Craft Room will have features related to use only in that room, while the podium in the Community Meeting Room will include controls for the video distribution console housed in the electrical services room adjacent to both Community Meeting and Story Hour and Craft Room. Speakers in both Rooms will be able to control audio, video, microphone, display, light levels, and other operational features of the presentation systems.

The engineering and technology to be incorporated into the Alameda Free Library's new Main Library will make the new Library innovative, service oriented, efficient, and cost effective. AFL will make use of technology to ensure patron access to information whatever the information need is, and will exploit technology for value engineering purposes.